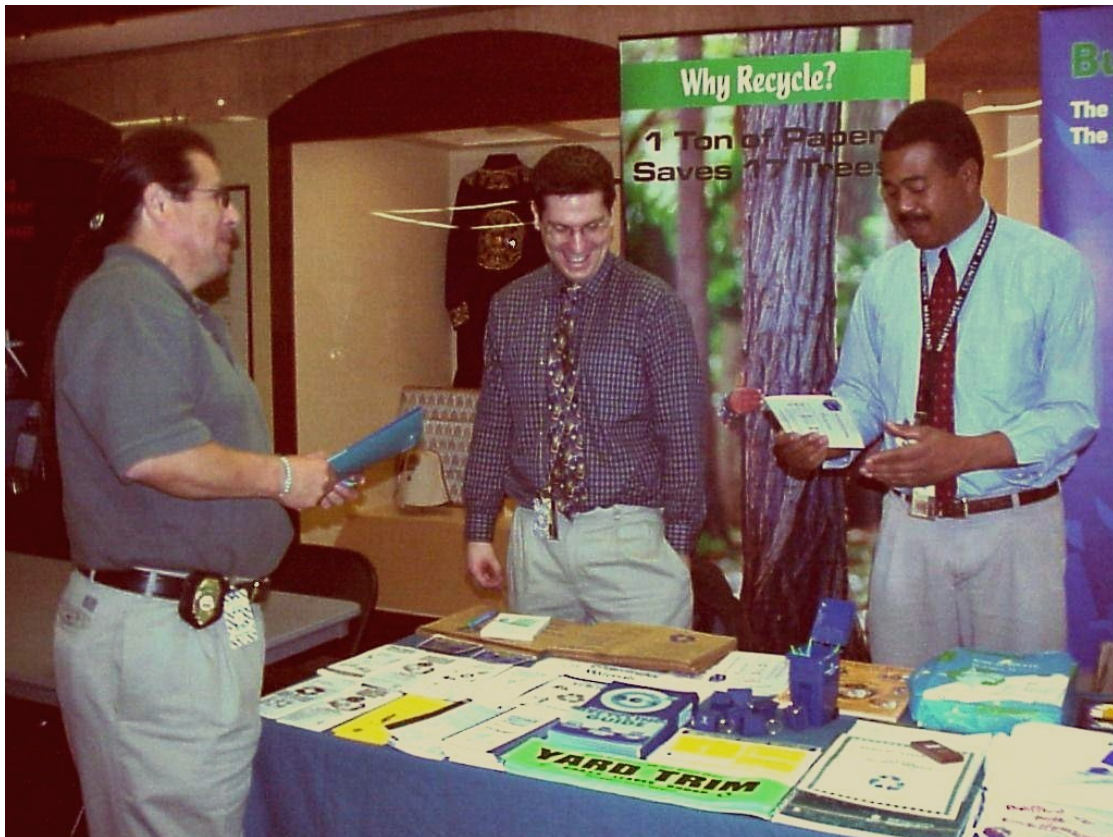


**Department of Public Works and Transportation
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



SORRT Program staff attends the U.S. Department of State's America Recycles Day event educating County residents about recycling and buying recycled products.

***MONTHLY REPORT
NOVEMBER 2003***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and current calendar month in the two prior fiscal years. (County fiscal year 2004 began July 1, 2003.)

FACILITY	Nov FY 04	FY 04 Total	Nov FY 03	Nov FY 02
Materials Recovery Facility ⁽¹⁾	7,161 tons	36,267 tons	7,631 tons	7,205 tons
Brunswick Landfill Facility ⁽²⁾	24,066 tons	130,944 tons	17,711 tons	20,878 tons
Resource Recovery Facility ⁽³⁾	52,519 tons	274,945 tons	47,235 tons	51,924 tons
Yard Trim Compost Facility	16,402 tons	40,016 tons	13,513 tons	14,241 tons

⁽¹⁾MRF tons reported are outgoing.

⁽²⁾This category only addresses waste sent to the landfill for disposal. It does not include rubble that is recycled.

⁽³⁾RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here.

Revenue Analysis and Systems Evaluation – During November, program staff:

- Researched 103 new properties billing characteristics and entered them into the TXA 170 system;
- Processed vacancy refunds payable in November;
- Prepared monthly house counts for contractors;
- Updated Access™ and Excel™ spreadsheets for monthly contractor reports;
- Entered appeal updates into the TXA 170 system;
- Continued to research solid waste fee abnormalities in the property tax database;
- Generated Hauler Credit Account invoices for November 2003 totaling \$1,511,376.90 (an increase of \$260,912.35 over November 2002);
- One staff member continues to be temporarily detailed to the Transfer Station;
- Completed annual residential refuse collection fee survey;
- Continued to examine the potential contribution to RRF processibles from land clearing and C&D materials, identified Transfer Station sampling needs;
- Conducted further work on break-even tipping fees;
- Examined Transfer Station delivery intensity patterns and sensitivities of tipping floor function to varying types of waste;
- Conducted work group meeting on new or enhanced economic incentives for recycling;
- Continued to assist as needed with the FY05-FY10 master budget model;
- Completed FY03 County-wide Material Accounting; and
- Completed and submitted FY05-10 Rate Model and Fiscal Health spreadsheet to OMB as part of the FY05 Budget package.

CITIZEN COMMITTEES

Facilities Implementation Group – FIG met on September 9th at the Gothic Barn in Dickerson. Eleven FIG Members, three County staff, four contract staff and a consultant from Ecotone were in attendance. Topics discussed included Preliminary Findings – Forest Evaluation & Recommendations by Ecotone.

The next FIG meeting will be held on December 9, 2003, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee – SWAC held its monthly meeting on November 10th. Nine SWAC members and three County staff were in attendance. SWAC members received a presentation on the County's Household Hazardous Waste, Waste Reduction and Ecowise programs. SWAC is preparing for its annual meeting with the County Executive that is scheduled for January 27, 2004.

COLLECTIONS

Refuse – Refuse collections went as scheduled for the month of November 2003. There were two holidays in November; Veteran's Day was a working holiday and Thanksgiving Day created a slide. Both holidays went smoothly.

Recycling – Mixed paper tonnages for the residential program during the past 52 weeks are as follows:

CURRENT PERIOD	POUNDS PER HOUSEHOLD	CORRESPONDING PERIOD PREVIOUS YEAR
11/25/02-12/20/02	11.74	11.52
12/23/02-1/17/03	9.75	9.58
1/20/03-2/14/03	8.83	9.01
2/17/03-3/14/03	8.94	9.02
3/17/03-4/11/03	10.01	9.73
4/14/03-5/09/03	9.93	9.81
5/12/03-6/06/03	10.09	9.58
6/09/03-7/05/03	9.77	9.21
7/07/03-8/01/03	9.05	8.74
8/04/03-8/29/03	9.37	9.24
9/01/03-9/26/03	10.43	10.15
9/29/03-10/24/03	10.50	10.45
10/27/03-11/21/03	11.43	11.04

Contractor Performance – During the month of November 2003, DSWS received 624 complaints; 141 more than November 2002, which numbered 483.

Enforcement Actions – One citation was issued for dumping solid waste at a location other than a solid waste acceptance facility which is a violation of the County's Solid Waste Laws.

Three NOV's were issued for violations of the County's Solid Waste Laws:

Two NOV's	Dumped solid waste at other than a solid waste acceptance facility
One NOV	Not having a proper recycling program on site

Customer Service – DSWS received 8,404 incoming calls; 2,064 blue bins were ordered through the Customer Service Staff, and 60 bins were picked up at the Transfer Station.

For the month of November, we received 49 customer service surveys.

SURVEY QUESTION	NOVEMBER 2003		
	YES	NO	N/A
Did we satisfactorily address your request or concern?	88%	4%	8%
Are your trash and recyclables at the curb by 7:00 a.m.?	82%	12%	6%
Do you use our yard trim recycling program?	61%	35%	4%
Do you know about:			
The curbside scrap metal recycling program?	41%	55%	4%
Textile recycling?	18%	80%	2%
Computer recycling?	41%	57%	2%
Household Hazardous Waste drop-offs?	61%	37%	2%
Don't Dump – Donate program?	31%	67%	2%
Use it again program?	22%	76%	2%
Satellite drop-offs?	27%	69%	4%
Have you used the Transfer Station?	53%	45%	2%

Additional comments:

'Put the bin on wheels, they are heavy and bulky for me to handle.'

'I'd like to be able to fill a bin with paper and put a brick on it, instead of having to hunt down paper bags for paper.'

'Overall I think Montgomery County does a great job'

'Please put bin back where they found it'

'It would be better if both the trash pickup and recycling were on the same day'

'The new rolling bins sound great—no more soggy papers or "junk mail" blowing out of the bags. I'd love one.'

'Supply bins with wheels for those of us who are retired and arthritic.'

'I appreciate the hazardous waste pick-up day in my neighborhood (NIH)'

'I find recycling easy, but many people in my community don't seem to understand or follow the rules'

'When will Montgomery County extend recycling offerings to include electronics other than computer-related devices?'

Web Site - The following is information gathered from the Montgomery County Solid Waste web site through the month of November:

List Memberships	
HHW Announcements	549
Holiday Reminder List	3,050
Newsletter Helper	146
Usage Counters – November 2003	
Total of Visits	2,069
Total Page Views	2,953
Among the most frequently visited pages were: <ul style="list-style-type: none">• Recycling• Trash• Household Hazardous Waste• Holiday• Transfer Station• Yard Trim• MRF• Propane Tanks• Scrap Metal• Metal Cans	
WHEELED CARTS	
Total Visits	25
Total Page Views	32
SORRT	
Total Visits	119
Total Page Views	203
TRRAC	
Total Visits	70
Total Page Views	83
E-Mail –November 2003	
Top Issues : <ul style="list-style-type: none">• Service issues• Trash• SORRT• Computer/electronics recycling	288
Blue Bins	356

COMMENTS:

- Thank you for your prompt attention to my complaint. I am embarrassed to say that I got my days mixed up and put my stuff out a day early. Everything was picked up just fine today on time. My apologies to you and your colleague for my erroneous complaint. I have sent an apology to your colleague in reply to her e-mail to me. Your customer service is impressive.
- The recycling was picked up today. It sure is nice having someone like you to communicate with. Thanks so much.

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in November 2003
Computer	31.5 tons
Fire Extinguishers	None
Propane	None
Textiles	20.5 tons
Don't Dump – Donate	1.9 tons
Bicycles	1.8 tons
Rechargeable Batteries	None

Department of Environmental Protection's Home Composting and Source Reduction Activities – The Green Man Show continues to air daily on Cable Channel 6, with online streaming video and access to past shows via online archives.

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste Collection – There were three HHW events in November; one at the Transfer Station on November 2nd with 742 patrons attending; one at Poolesville High School on November 9th with 125 patrons attending; and one at Westland Middle School on November 15th with 399 patrons attending.

Mercury (Hg) Free Campaign – The program for collecting Hg thermometers and passing out digital thermometers continues to receive active participation.

Small Quantity Generator (SQG)/Ecowise Program – One SQG/Ecowise event was held on November 12th with 12 companies participating.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Operations – In November, the Continuous Emissions Monitoring System (CEMS) continued to track the percent load, certain engineering parameters and emissions of all three units. The

CEMS indicated that all three units operated through November 5th until approximately 3 p.m. while during a thunderstorm the CEMS indicated that all three units were shutting down. Inquiries with Covanta indicated that a lightning strike occurred and the turbine tripped at that hour. By approximately 6 p.m., all three units were operating normally. During the 3-hour (3 p.m.-6 p.m.) shutdown-startup period, the CEMS showed emissions spikes from all three units that exceeded emissions limits specified in the Title V Air Permit. Unit 1 had opacity and Sulfur Dioxide (SO₂) spikes. Unit 2 had a one-hour Carbon Monoxide (CO) spike, and unit 3 had one-hour and 4-hour CO spikes. Because the Title V Air Permit exempts emissions exceedances during the startup-shutdown period, the emissions spikes listed above do not constitute violations of the Title V Air Permit.

At approximately 11 p.m. on November 5th, the CEMS showed no emissions from unit 1 indicating that unit 1 was brought offline. Inquiries with Covanta indicated that the unit was brought offline for scheduled maintenance. Thereafter, only units 2 and 3 were operating. On November 15th at 3 a.m., unit 1 began to show emissions release on the CEMS indicating that the unit was being brought back online after completing maintenance work. Thereafter, all three units were operating. At approximately 11 p.m. on November 19th, the CEMS indicated no emissions from unit 2 indicating that the unit was being brought offline. Inquiries with Covanta indicated that there was a leak from a steam tube. Repairs were completed within two days and the CEMS showed that the unit was releasing emissions at approximately 4 a.m. on November 21st indicating that the unit was back online. Thereafter, all three units operated until the end of the month.

The Hydrogen Chloride (HCl) analyzer for unit 3 malfunctioned intermittently during November and showed spikes that exceeded the emission limits specified in the Title V Air Permit. Covanta staff checked the performance of the analyzer equipment and found no defects. Subsequently, they found that the outer jacket of the sample line was cracked at a few locations and moisture was possibly seeping into the flue gas causing abnormal HCl readings. Covanta made repairs to the damaged portions of the outer jacket. Staff went to the CEMS trailer with Covanta staff and observed the repairs made. Despite the repairs, the HCl spikes continued intermittently. Then, it was determined that the sample line was worn out and needed to be replaced. Covanta placed an order with the manufacturer for a new sample line package and expects to receive it in a couple weeks. Covanta notified MDE of this problem. Because the high HCl levels were due to equipment malfunction, the exceedances do not constitute a violation of the Title V Air Permit. There were no equipment malfunctions that affected stack emissions other than the incidents discussed above. TESTAR, the contractor who conducted the annual stack testing in October, is currently processing the data. A draft report is expected in December 2003.

On November 24th, Covanta performed the monthly "Opacity Test" for November. The opacity test is a requirement under Title V of the RRF Air Permit. As in past tests, the opacity readings were 0% compared to the Title V Permit limit of 10%.

In the first week of November, the set of three CEMS CD-ROM's were updated to include CEMS data up to October 31st. Copies of the CD's were placed in the Rockville and Poolesville libraries.

FIG-SWAC Air Quality Subcommittee – ENSR is continuing to prepare the draft report for the summer Ambient Air Quality Monitoring Program that was conducted from May – June 2003. DSWS expects to receive the report in December. After DSWS review, the report will be submitted to the Air Quality Subcommittee for review.

DNR is currently reviewing the County's responses to the Agency's comments on the RRF Health Risk Assessment Update. DNR's response is expected in December.

Currently, efforts are still ongoing to prepare data for conducting the Cumulative Health Risk Assessment. Emissions and engineering data on the NIH Animal Center heating plant has been received and is being processed. Data from MDE pertaining to Neutron Products has not yet been received. Data selection, data analysis and Air Quality Modeling work is expected to be completed in FY 04. The Toxicological Health Risk Assessment will be done in FY 05.

Oaks Landfill Energy Recovery Facility: Leachate Evaporation Technology – No change in status.

Contracts and RFP's – ENSR continues efforts to collect and process emissions data for landfills and natural gas-fired turbines for conducting the Cumulative Health Risk Assessment in FY05.

In FY04, ENSR will prepare the final report on the RRF Health Risk Assessment Update and the Ambient Air Monitoring Program. In FY05, ENSR will prepare reports on the Cumulative Health Risk Assessment for the Dickerson Facilities and the Non-Air Media Ambient Monitoring Program that will be conducted from May through June 2004.

Technical Environmental Services of Gaithersburg submitted the October monthly maintenance report for the Meteorological Tower. No problems were found.

RECYCLING

Public Outreach – The Recycling Task Force met on November 19, 2003. Guest speakers from Mid-Atlantic Waste Systems and SI Technologies presented detailed information about load cell technology and capabilities. All FY04 budgeted activities are underway. Staff met with staff of the Office of Legislative Oversight to discuss commercial recycling in the County.

Commercial Recycling and Waste Reduction – Staff continued to perform on-site visits of businesses in November and resolved several complaints. Staff participated in numerous recycling outreach events throughout the month, speaking with 982 people. Staff set up model recycling programs at White Flint Mall and Westfield Shoppingtown

Montgomery in November by providing recycling bins and information to each store tenant. Staff mailed the Annual Business Recycling and Waste Reduction Report to large businesses that are required to file for 2003 and will send out reports to all medium and selected small businesses in late December. Work began on developing the winter 2003 issue of the SORRT Network Newsletter, the multi-media regulatory notification campaign for filing annual business recycling reports, and translating regulatory information into Spanish and Chinese.

Multi-Family Recycling — Staff continued to perform site visits of apartments and condominiums throughout the County in November. The verified 2002 Annual Report information is being entered into the database. Work continued on the winter edition of the TRRAC newsletter. Work was initiated on the revisions to the Property Manager's Guidebook and the multi-media regulatory notification campaign for filing annual recycling reports for multi-family properties.

Mixed Paper Recycling – Existing educational materials is being distributed to residents at events. In a new brochure, mixed paper is the commodity that is used to illustrate what happens to recyclable materials once a person puts them into their recycling bin.

Volunteer Activities – Due to the Holidays and colder weather there are fewer outreach events; the Program is utilizing this time to train and recruit new volunteers. We have already identified new events that will take place in March and are planning events for students when they have time off from school. We were assisted by 11 volunteers who provided 32 hours of outreach to over 700 residents in November.

PILOT PROGRAMS

Blue Bag Pilot – The final report regarding the blue bag study performed in six multi-family properties is being finalized.

Cooperative Collection Pilot - Staff are preparing to schedule a meeting with the participating businesses to review the report findings and to provide technical assistance to the businesses to cooperatively procure recycling and waste collection services.

Pilot to Reduce Disposal of Cardboard – Based on information gathered at the Transfer Station during the pilot, the commercial recycling staff contacted Best Buy. All Best Buy stores in the County have now swapped their trash compactors for cardboard compactors.

Compro Pilot – The County has developed a pilot program to bag Compro at an MES facility in Baltimore, MD. Production of Compro began in October.

Tubgrinding Pilot – From August 4th-20th, the County processed 5,481 yards of screened reject material at the Compost Facility. The processed material is now being sold at \$4/yd; 412 yards of the processed material was sold in November.

Bypass Pilot – The County continued bypassing limited amounts of burnable waste directly to the Brunswick Waste Management Facility, Inc. Landfill.

FACILITY ACTIVITIES

Resource Recovery Facility – The RRF processed 52,519 tons, or 1,751 tons per day. Trash deliveries averaged 12,038 tons/week. Unit 1 was down from November 5th through the 15th for its scheduled outage. There was one unscheduled outage on unit 2 on November 19th for an evaporator tube leak. The tube was identified, cut out and replaced and the unit was returned to service 30.5 hours later on November 21st.

There was one OSHA recordable incident during the month.

There were no generation emergencies issued by Mirant during the month of November. There was a need to purchase power on November 5th. A total of 4,940 kWh was consumed as a series of events occurred during a severe weather event that lead to a generator trip. The facility ran without the generator in service for about one hour. The facility recovered quickly and there were no environmental ramifications (see Air Permits and Environmental Programs on page 8 for details).

There were no reportable air or water quality environmental excursions during the month.

The following environmental activities occurred:

- Submitted the November 2003 Potable Water Monthly Operating Report to MDE.
- Performed the monthly visible emission (Method 9) observation required by the RRF's Title V permit.
- Submitted 4th quarter 2003 Bacteriological Monitoring Report (BMR) to MDE.
- Performed 4th quarter 2003 ash sampling.
- Notified MDE regarding stack expansion joint work performed on unit 1 during an outage, and erratic readings for HCl at unit 3 that will require replacement of the sampling line.

Materials Recovery Facility – Approximately 1,577 tons of commingled material were shipped out, and approximately 5,584 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility. Safety platforms were constructed around the storage silos and the air classifier. Additional lighting was provided under the pre-sort platform. The 938 Caterpillar front-end loader had a new transmission installed. Officials from Japan and Thailand visited the facility.

Oaks Landfill – There are still some punch list items outstanding on the new landfill flare and control system.

MRC Construction, the contractor for subdividing the leachate storage lagoons to facilitate long-term maintenance, completed construction of the HDPE lined berm in storage lagoon #1 and began pumping liquid from lagoon #2 back into lagoon #1 in preparation for sludge removal in lagoon #2. Heavy rains continue to adversely affect the construction schedule.

Gude Landfill – The concrete pad off the Southlawn Lane entrance continued to be used as a storm debris management area.

Transfer Station – During November, Covanta shipped via rail 48,879 tons of processible waste from the Transfer Station to the RRF; 237 fewer tons than shipped in November 2002.

The Transfer Station started receiving and transferring leaves collected from the County's "Leaf Vacuuming Program". This program will run through the latter part of December, weather permitting.

MES completed a design for push walls at the scrap metal receiving area to prevent damage to the screening fence. They will pursue bids for construction.

The design for the installation of the fourth compactor is completed. Covanta will pursue bids for installation.

Litter was collected by MES along Shady Grove Road from Route 355 to the intersection with Muncaster Mill Road.

The inbound radiation detectors had 10 alarms in November 2003, including 1 false alarm (an alarm that could not be re-verified) - all of the valid alarms were identified as medical isotopes with short half-lives, including some cases where the driver had undergone recent medical treatment, and were accepted.

Site 2 Landfill Properties – Comments on the draft Site 2 landfill refuse disposal permit are being reviewed by MDE. Construction of a mound septic system for the Draper property is awaiting appropriate weather and site conditions. The County is preparing the Dunn property for renting. Staff visited the Draper property to evaluate the condition of the barn and animal shelter.

Yard Trim Compost Facility – In November, the Yard Trim Facility received 16,402 tons of material for composting. The year to date figure is 40,016 tons.

No debris was sent to the RRF.

Four thousand three hundred (4,300) cubic yards of Leafgro were shipped to distributors.

Bagging Operation – In November, 13,250 bags of Leafgro were shipped to distributors (each bag is 1.5 cubic ft. weighing 45 lbs.).

Linden Farm Renovations – Work on the Hog Shed is complete.

Out-of-County Haul

Brunswick County, Virginia - During the month of November, about 15,360 tons of ash residue, 7,461 tons of nonprocessible waste and 1,245 tons of bypass waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc. (BWMF) Landfill in Brunswick County, Virginia. About 170 tons of rubble were recycled this month at Clean Earth in Hagerstown, MD.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	301-840-2370 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	301-840-2701 (County Office) 301-417-1447 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Recycling Rate Reported in Montgomery County	37.4% (FY02)
Recycling Goal	50% by December 2004
Resource Recovery Facility (RRF)	Guaranteed Capacity = 85% of 1800 TPD on an annual basis (558,450 tons/yr @ 5,500 BTU/lb waste).
Yard Trim Composting Facility (DCF)	Operations limited to receipt of 77,000 tons/year under Sugarloaf Settlement Agreement. FY03 tons received- 80,138
# Residences receiving trash collection by County contractors	85,007
# Residences receiving collection of recyclables in blue bins and yard waste collection	203,552
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started on October 20, 1997.)

GLOSSARY OF ACRONYMS

AAR	American Ash Recycling, Inc.
APC	Air Pollution Control
ASME	American Society of Mechanical Engineers
CDL	Commercial Driver's License
CEMS	Continuous Emissions Monitoring System
CFR	Code of Federal Regulation
CIP	Capital Improvements Program
COD	Cash on Delivery
COG	Metropolitan Washington Council of Governments
CSX	Chesapeake Transportation Systems
DEP	Department of Environmental Protection
DFS	Division of Facilities and Services
DNR	Maryland Department of Natural Resources
DSWS	Division of Solid Waste Services
EPA	Environmental Protection Agency
FIG	Facilities Implementation Group
GFA	Gross Floor Area
HHW	Household Hazardous Waste
IFB	Invitation For Bid
IPM	Integrated Pest Management
LFG	Landfill Gas
LTTS	Leachate Thermal Treatment System
MCPS	Montgomery County Public Schools
MCR	Maximum Continuous Rating
MDE	Maryland Department of Environment
MES	Maryland Environmental Service
Mg/l	Milligrams per liter
M-NCPPC	Maryland National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
MWh	Mega Watt hours
NIH	National Institutes of Health
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
NPDES	National Pollution Discharge Elimination System
NTP	Notice to Proceed
OLAC	Oaks Landfill Advisory Commission
OMB	Office of Management and Budget
OPS	Office Paper Systems
PEPCO	Potomac Electric Power Company
PSA	Public Service Announcement
RFP	Request for Proposal
ROL	Reduced Operating Level
RRF	Resource Recovery Facility
SCA	Sugarloaf Citizens Association
SHA	State Highway Administration
SORRT	Smart Organizations Reduce and Recycle Tons
SDAT	State Department of Assessments and Taxation
SWAC	Solid Waste Advisory Committee
TXA 170	Computer Interface Program (Property Account Database)
TCLP	Toxic Characteristic Leaching Procedure
TPD	Tons Per Day
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
UT	Ultra-sonic Testing